

Corrigendum-4 to GeM Bid ref. no: GEM/2025/B/5781717 dated 04/01/2025 for Selection of Service Provider for Supply, Installation, Implementation, Integration, Customization and Maintenance of Document Management Solution for Global Trade Processing Centre for a period of five years in Canara Bank.

It is decided to amend the following in respect of the above GeM bid:

a. GeM bid document (Bid End date/ Bid Opening Date, Page no. 1 of 7):

Description	Existing details	Amended details
Bid End Date/Time	17/02/2025, 15:00:00	<u>27/02/2025</u> , 15:00:00
Bid opening Date/Time	17/02/2025, 15:30:00	<u>27/02/2025</u> , 15:30:00

b.

Sl No	Section/ Annexure/ Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	Section C - Deliverable And Service Level Agreements	1. Project Timelines	Existing Project Timelines	<u>Amended Project Timelines Attached to this Corrigendum</u>
2.	Annexure-8 (A) Sizing of Hardware including Software/OS for UAT, DC & DRC	Annexure-8 (A) Sizing of Hardware including Software/OS for UAT, DC & DRC	Existing Annexure-8 (A) Sizing of Hardware including Software/OS for UAT, DC & DRC	<u>Amended Annexure-8 (A) Sizing of Hardware including Software/OS for UAT, DC & DRC Attached to this Corrigendum</u>

All the other instructions and terms & conditions of the above RFP shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject RFP.

Date: 12/02/2025
Place: Bengaluru


Deputy General Manager




1. Project Timelines

- 1.1. Bank shall provide the address and contact details for delivery of required hardware/software items for implementation of the proposed Document Management Solution for Global Trade Processing Centre while placing the order.
- 1.2. The vendor shall submit the acceptance of the Purchase Order within seven (7) days from the date of receipt of Purchase Order. In case of non-receipt of acceptance by the due date, the Purchase Order shall deem to have been accepted by the vendor.
- 1.3. Bank may change / prioritise the implementation of the modules based on the operational requirement of the Bank.

1.4. Delivery, Installation, Integration, Implementation and Go-Live

- 1.4.1. The selected bidder should supply, install, implement, integrate, customize and migrate legacy data in the proposed Document Management Solution for Global Trade Processing Centre as per RFP and go-live of the Solution and migration of legacy data should be completed within fifty-one (51) weeks from the date of acceptance of the Purchase Order or fifty-two (52) weeks from the date of issuance of the order whichever is earlier.
- 1.4.2. Delivery of Hardware & other Items (including OS) at DC, DRC & UAT Locations: Within ten (10) weeks from the date of acceptance of Purchase Order or eleven (11) weeks from the date of issue of Purchase Order.
- 1.4.3. Installation, Integration and Commissioning of Hardware & Other Items (including OS) at DC, DRC & UAT Locations: The selected bidder should ensure installation, implementation, Integration and commissioning of the delivered Hardware and other items at the bank branch/office within Four (4) weeks from the date of delivery of all the materials for each ordered locations.
- 1.4.4. Delivery, Installation, Integration, Commissioning of Perpetual Enterprise License and Setting up the Base version of proposed Document Management Solution: Bidder has to deliver the License within Four (4) weeks from the date of Installation, Integration and Commissioning of Hardware & Other Items (including OS) at DC, DRC & UAT Locations.
- 1.4.5. Bidder has to Install, Customize, Integrate and Implement the proposed solution within Eleven (11) weeks from the date of delivery of Licenses.
- 1.4.6. Bidder has to complete User Acceptance Test (UAT) and Pilot Run within Eleven (11) weeks from the date of implementation of Solution.
- 1.4.7. Bidder has to complete Full project implementation/documentation/training and Go-Live within Five (5) weeks from the date of User Acceptance Test.
- 1.4.8. Data Migration of the legacy data is involved in the project, and the same should be completed within Six (6) weeks from project implementation/documentation/ training and Go-Live. The total project timelines of fifty-one (51) weeks from the date of acceptance of the Purchase Order or fifty-two (52) weeks from the date of acceptance of the order whichever is earlier as mentioned in clause 1.4.1.



- 1.5. Bank reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank. However, if the hardware items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting as mutually agreed. The Warranty/ATS/AMC and all RFP terms should be applicable to the altered locations also.
- 1.6. The Installation will be deemed as incomplete if any component of the Solution/Hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the Bank after acceptance testing/ examination (in case of hardware third party acceptance test report submission the cost of which to be borne by the bidder). In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted. The installation will be accepted only after complete commissioning of Solution.
- 1.7. The Bank will not arrange for any Road Permit / any Tax clearance for delivery of hardware to different locations and the selected bidder is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Bank. However, the Bank will provide letters / certificate / authority to the selected bidder, if required.
- 1.8. Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.
- 1.9. End to End implementation of the solution will be deemed as complete only when the same is accepted by the Bank and sign off given in accordance with the terms & conditions of this RFP and satisfactory working of the solution.



Amended Annexure-8 (A)
Sizing of Hardware including Software/OS for UAT, DC & DRC

(to be submitted on the letter head of the company/firm with authorized signatory seal and sign)

Quoted Hardware/Software/OS details for proposed Document Management Solution for Global Trade Processing Centre in UAT, DC & DRC Locations:

- 1) The bidder shall be responsible for Supply, Installation, Integration, Implementation and Go-Live of the proposed Document Management Solution for Global Trade Processing Centre including the necessary Licenses, Hardware, Storage, Software, Middleware, Database, Operating System, Warranty support. Warranty Support shall be available for the period of 3 years and AMC Support for the period of 2 years thereafter.
- 2) The bidders are required to quote for the entire solution including any Licenses, Hardware, Software, Middleware, Database, Operating System, Warranty support, etc. as may be required to fulfil the entire scope and requirements of the GeM bid.
- 3) The details of all such Licenses, Hardware, Software, Middleware, Database, Operating System, etc. as quoted by the bidder should be provided in the below format along with the Technical Bid.
- 4) The customer facing web server is to be placed inside the DMZ (De-militarized zone).
- 5) The branch and GIFT city facing web server is to be placed inside the MZ (militarized zone). Hence, Separate setup is required for branch and GIFT City/international branches.
- 6) The Web, application and database servers is to be logically separated in case the virtualization is proposed.
- 7) The high availability configuration should be with two separate hardware at DC.
- 8) The DRC should be exact replica of DC in terms of hardware /software / virtualization/ other related components etc.
- 9) The bidder has to ensure that the application/DB traffic is routed through the bank's existing load balancer. For this purpose, bank will not procure any additional load balancer.
- 10) The bidder has to ensure that the required number of application/web/DB servers are factor to take care of volumetric.
- 11) The UAT setup should be exact replica of production environment.
- 12) The proposed hardware should be capable of creating multiple test environments/setups as per requirement for UAT testing.

Sl. No	Components (Hardware/ Software) (specify the list of items)	Qty	Item Description With Specification Details	OEM of the Product	Model/ Version Name	Date of Release of Product	Date of End of Sale	End of Life (EOL) detail of the offered Product	End of Support (EoS) detail of the offered Product



1.	Hardware/ Appliance including OS for DC	App Server																				
		Web Server																				
		Data base Server																				
		Any other (add more rows of required)																				
		<u>Necessary SSL Certificate for all Applications</u>																				
2.	Hardware/ Appliance including OS for DRC	App Server																				
		Web Server																				
		Data base Server																				
		Any other (add more rows of required)																				
		<u>Necessary SSL Certificate for all Applications</u>																				
3.	Hardware/Appli ance including OS for UAT	App Server																				
		Web Server																				
		Data base Server																				
		Any other (add more rows of required)																				
		<u>Necessary SSL Certificate for all Applications</u>																				
4.	Database Licenses																					
5.	Any other Software/ Licenses																					
6.	Any other Items																					

DC (Should be in onsite) & DRC Site (High Availability and in Sync with DC Setup) - Bidder should suggest the architecture in consultation with solution architect along with justifications and should provide reasonable hardware components as per the requirements. DRC should be the replica of the DC site.

In case proposed database is Oracle, then Bank will provide the License. If Database is other than Oracle, Licenses to be provided by Bidder. Bidder has to quote the same in the Bill of Material.

Note: At any point of time during the contract period, the resource utilization like CPU, Memory, Database etc. should not exceed 60 % of the total capacity.

Date:

Signature with seal

Name:

Designation:



The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every entry should be supported by a valid receipt or invoice. This ensures transparency and allows for easy verification of the data.

In the second section, the author outlines the various methods used to collect and analyze the data. This includes both primary and secondary data collection techniques. The primary data was gathered through direct observation and interviews, while secondary data was obtained from existing reports and databases.

The third section provides a detailed description of the data analysis process. This involves identifying patterns, trends, and anomalies within the dataset. Statistical tools and software were used to facilitate this process, ensuring that the results are both accurate and reliable.

Finally, the document concludes with a summary of the findings and their implications. It highlights the key insights gained from the study and offers recommendations for future research and practice. The author notes that while the current study provides valuable information, there are still several areas that require further investigation.